



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1588-MC

DATE: December 9, 2015

TO: All Iowa Medicaid Individual Consumer Directed Attendant Care (CDAC) Providers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: CDAC Provider Enrollment with Managed Care Organizations

EFFECTIVE: January 1, 2016

The Iowa Department of Human Services (DHS) will be transitioning most Medicaid members to a new managed care program, officially named IA Health Link, as of January 1, 2016. The goals of IA Health Link are to improve the coordination and quality of care that Medicaid members receive and become a healthier state, while Iowa works towards a balanced, predictable state budget.

Effective January 1, 2016, all Individual CDAC providers enrolled and active with the IME as of December 31, 2015, will be considered enrolled and contracted with the four participating Managed Care Organizations (MCOs).

MCO Claims Process:

- Beginning January 1, 2016, all claims for services provided after January 1, 2016, for MCO-enrolled members must be submitted directly to the appropriate MCO, adhering to the MCO's claims submission and timeliness guidelines. The IME has directed that the MCO provider agreements require that providers submit claims within 180 days of the date of service if third party liability is not involved. Any services provided prior to January 1, 2016, should be billed under the normal process with the IME.
- Providers should work with the MCOs to determine the policies and process for submitting claims for MCO members (all members on a waiver program fall into this category). The MCOs will be required to pay the claims at your current Medicaid rate as determined by DHS for covered Medicaid services to existing Long Term Care Medicaid providers, regardless of whether or not the provider is in network with the MCO until December 31, 2017.

Additional Information:

- Services will still be approved through your member's case management agency and/or the MCO's case manager.
- You will still need to continue keeping accurate documentation, indicating what services you provide to the member on the Daily Service Record, form 470-4389.

- The member must still be eligible to receive waiver services and you must be approved to provide services by the member's case manager.

The same services available now will be available after January 1, 2016. Covered CDAC services are listed below:

House Keeping	Fixing and cleaning up for meals	Intravenous therapy
Parenteral injections	Taking medicine	Catheter care
Shopping	Running errands	Therapeutic diets
Handling money	Getting dressed and undressed	Colostomy care
Getting out of bed	Taking a bath	Post-surgical nursing care
Communicating with others	Scheduling appointments	Tube feedings
Going to the doctor	Monitoring medications	Recording vital signs

These CDAC services are available to Medicaid members who are eligible for the following Medicaid programs:

- AIDS/HIV Waiver
- Elderly Waiver
- Intellectual Disability Waiver
- Brain Injury Waiver
- Health and Disability Waiver
- Physical Disability Waiver

If you have any questions regarding the MCOs, please use the contact information listed below.

MCO Contact Information:

Managed Care Organization	Contact and Phone Number
Amerigroup Iowa, Inc.	Email: iowamedicaid@amerigroup.com Phone: 1-855-789-7989
AmeriHealth Caritas Iowa, Inc.	Email: iowaProviderNetwork@amerihealthcaritas.com Phone: 1-855-287-7855
UnitedHealthcare Plan of the River Valley, Inc.	New Providers email: iowaCommunityNetwork@uhc.com Phone: 888-650-3462
WellCare of Iowa, Inc.	Email: iowaproviders@ilshealth.com Phone: 1-844-482-6809

Provider Resources:

Providers may access the [Provider Toolkit](#)¹ on the DHS [Medicaid Modernization](#)² web page.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909 (Option 3), or email at IMEproviderservices@dhs.state.ia.us.

¹ https://dhs.iowa.gov/sites/default/files/IAHealthLink_ProviderToolkit_FINAL.pdf

² <http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>